

Substitute for form 1449A-PTO

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT***(use as many sheets as necessary)*

<b>Application Number</b>	<b>10-602,707</b>
<b>Filing Date</b>	<b>June 25, 2003</b>
<b>First Named Inventor</b>	<b>Viren KAPADIA et al.</b>
<b>Art Unit</b>	<b>3629</b>
<b>Examiner Name</b>	<b>Gabrielle A. MCCORMICK</b>
<b>Attorney Docket Number</b>	<b>52493.000311</b>

Sheet 1 of 2

**U.S. PATENT DOCUMENTS**

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US- 5930764	07-27-1999	Melchione et al.	
		US- 6374241	04-16-2002	Lamburt et al.	
		US- 6662164	12-09-2003	Koppelman et al.	
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		US- 2002-0165728	11-07-2002	Buckenmayer	
		US- 2003-0204421	10-30-2003	Houle et al.	
		US- 2003-0229504	12-11-2003	Hollister	
		US- 2004-0143473	07-22-2004	Tivey et al.	
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		US- 20020026334	02-28-2002	IGOE	
		US- 20020133383	09-19-2002	Chao	
		US- 20020147618	10-10-2002	Mezrah	
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		US- 20040225535	11-11-2004	Bond	
		US- 20060206362	09-14-2006	Rudy	
		US-			
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EXAMINER SIGNATURE

DATE CONSIDERED

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449-PTO  <h2 style="text-align: center;">INFORMATION DISCLOSURE STATEMENT BY APPLICANT</h2> <p style="text-align: center;"><i>(use as many sheets as necessary)</i></p>		<b>Application Number</b> 10-602,707	<b>Filing Date</b> June 25, 2003	
		<b>First Named Inventor</b> Viren KAPADIA et al.		
		<b>Art Unit</b> 3629		
		<b>Examiner Name</b> Gabrielle A. MCCORMICK		
<b>Sheet</b> 2 of 2	<b>Attorney Docket Number</b> 52493.000311			

  

OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS				
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and-or country where published	TRANSLATION	
			YES	NO
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web-20010806083606-leadtrack.com-screen-customer.html; http://web.archive.org/web-20011117000929-www.leadtrack.com-sysrequire.html; http://web.archive.org/web-20010806085400-leadtrack.com-screen-desktop.html; http://web.archive.org/web-20010806080042-leadtrack.comfappfeatures.html; http://web.archive.org/web-20010801185319-leadtrack.com-features.html; http://web.archive.org/web-20010811025743-leadtrack.com-reports-terr.gif.)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web-20010811024757-leadtrack.com-reports-overdue.gif)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com (pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web-2001 0801185659f1leadtrack.com-faq.html) Leadtrack.com (pages documented form the Internet Archive on December 1, 2001 (http://web.archive.org/web-20011205051744-www.leadtrack.com-features.html and http://web.archive .org/web-20011224094912-www.leadtrack.com-screen-customer.html)	<input type="checkbox"/>	<input type="checkbox"/>
		www.netlingo.com-lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtm printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
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